

2010

SPANGDAHLEM FAMILY HOUSING BROCHURE



INTRODUCTION AND WELCOME

Welcome to Spangdahlem Military Family Housing!

The following pages explain Air Force responsibility for your home as well as what we expect from you. It is impossible to itemize all details of our responsibility and yours. Basically, if you are considerate of your neighbors and treat your home as any prudent owner would, we assure your relationships in housing will be enhanced at all levels. Because your home represents a substantial investment by the United States Air Force as well as all taxpayers, we must diligently work together to care for your home and property.

We ask you to acknowledge receipt of this housing brochure on AF Form 227, Quarters Condition Inspection Report, when we assign your home to you or when you receive your keys.

We are pleased to have you with us and hope your stay is pleasant.

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SECTION A: AIR FORCE RESPONSIBILITIES

The Air Force will provide maintenance and repair, refuse collection and disposal, basic pest control, fire and police protection, grounds maintenance for common areas, and snow removal from streets.

Initial inspections

With your assistance, a housing representative will perform an initial inspection to identify and document discrepancies in your home and appliances. Note all discrepancies on an AF IMT 227, Quarters Condition Inspection Report. The Housing Office will perform this initial inspection at the time of assignment or within 10 duty days of assignment to quarters to protect you from liability for any pre-existing damages.

Maintenance and repairs

All maintenance telephone numbers are located in **Section L** under *Service Calls*. At Spangdahlem and Bitburg, maintenance and repair is accomplished by in-house or contract personnel.

When an appliance needs repair, contact the Housing Maintenance service call desk. You should indicate the type of appliance problem and provide your building and apartment number. They can serve you better if you give them the brand, model, and year of the appliance.

After providing your name, address, problem and additional information needed, request a job order number. Record the date, time, and type of service (emergency, urgent, or routine). They will provide you with an estimate of their response time.

For Binsfeld and Speicher Government Leased Housing (GLH), the Hausmeister has the primary responsibility for the maintenance of your home and common areas (excluding your responsibilities), which can be found in the **Section B, Resident responsibilities**. Housing Maintenance maintains the appliances in all GLHs, since the Government owns the appliances.

There are three categories of maintenance service: Emergency, Urgent, and Routine. The category determines when you can expect the service to be scheduled:

SERVICE CALL	RESPONSE TIME	DEFINED AS
Emergency	Within 24 hours, 7 days a week	<ul style="list-style-type: none">▪ Failure or deficiency, which constitutes an immediate danger or health hazard to residents or threatens damage to property▪ A structural, utility, or mechanical problem that could cause loss of life or property▪ Serious damage affecting health, safety, security, or mission▪ Complete utility failure (electricity, gas, heat, water, sewage, or air-conditioning)

Section A: Air Force responsibilities

Urgent	Within 5 days, Monday – Friday 0730-1630	<ul style="list-style-type: none"> Failure or deficiency, which does not immediately endanger the residents or threaten damage to property, but would soon inconvenience and affect the health and well being of the residents
Routine	Within 30 days, Monday-Friday	<ul style="list-style-type: none"> Work of a routine nature that does not meet the criteria of emergency or urgent

Refuse collection and disposal

Take pride in your area! All non-recyclable waste material must be disposed of in approved waste containers. Containers must NOT be moved from their assigned locations. Do NOT overfill containers or place bags on the ground around containers. Do NOT put bulk items in or around waste containers.

Bulk items such as lumber, furniture, boxes, crates, electronics, mirrors and similar items must be taken to the Base Recycling Center (BRC). Break down items containing wood, plastic and metal into separate categories prior to taking them to the BRC. Excess refuse generated by special clean ups, do-it-yourself projects, or moving should be transported to the BRC. The BRC is located by Building 64 on Spangdahlem AB and in Building 2038 at Bitburg. The BRC accepts hazardous waste, such as alkaline dry cell batteries, aerosol spray cans, fluorescent light tubes, bulk trash (like furniture), electronic parts and equipment, cardboard, paper, metal and wood.

For the disposal of dead animals found on base, other than house pets, please contact CE Customer Service at 06565-61-6686. For house pets, you may seek help at the Veterinary Clinic on Spangdahlem AB, Building 559 (ext. 452-9388).

Trash pick-up schedule for your area

LOCATION

Spangdahlem Townhouse Units
Spangdahlem Stairwell Units
Bitburg MFH
Binsfeld GLH
Speicher GLH

FREQUENCY

Every Wednesday
Monday, Wednesday, Friday
Tuesday and Friday
Alternating Mondays
Monday

Paper recycling pick-up times

Spangdahlem Townhouse Units
Spangdahlem Stairwell Units
Bitburg MFH
Binsfeld GLH
Speicher GLH

Alternating Wednesdays
Monday and Thursday
Monday and Thursday
See * below
Tuesday and Friday

Bulk waste pickup

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Spangdahlem Townhouse and Stairwell Units	First Thursday of each month
Bitburg MFH	First Thursday of each month
Binsfeld GLH	See* below
Speicher GLH	First Thursday of each month

**For Binsfeld GLH the schedule changes yearly*

Glass collection bins are located throughout housing areas for Spangdahlem, Bitburg, and Speicher. For Binsfeld GLH, there are 2 locations: on “Auf dem Auland” street and on “Peter von Binsfeld” street, next to the Fire Station.

Notes:

- Trash containers in government housing areas except Binsfeld GLH are labeled “**TRASH ONLY.**”
- Paper containers are located in the dumpster areas and are labeled “THE BLUE DRUM” or “PAPER ONLY.”
- Binsfeld only: paper must be in bundles or boxes, since there are no containers in the county administration.
- Binsfeld only: do not place your bags out for pickup until the night prior.
- Glass dome containers may be used only between 0800-2000 daily due to the noise.
- You can also bring bulk waste items to the BRC any time during operating hours. Bulk waste does not include kitchen refuse.
- Pickup dates may change due to German and/or American holidays. If a holiday falls on your pickup day, the pickup generally will occur the following day. Contact the Housing Office (DSN 452-7943) or CE-Operation Support (DSN 452-6183) for additional dates.
- The refuse disposal and collection times and places can also be found on the intranet. You can find current trash/recycling schedules at:
<http://www.bitburg-pruem.de/cms/burgerservice/entsorgungstermine2008.html>
<http://www.bernkastel-wittlich.de/abfallratgeber.html>
You will need to search the various counties for your town or village.
- To get replacement yellow bags for Binsfeld, go to the Binsfeld Burgerburd, next to the Sparkasse on Thursdays from 1800- 2000. Flyers can be picked up from the Housing Office.

Additional recycling information is located in **Section B, Resident Responsibilities.**

Keys/Lockout

Do not tag or mark your keys with the apartment number and never leave keys in the lock on the outside of your apartment door. You must pay for the installation of a new lock cylinder if you lose your keys or if they get stolen. Report any lost, stolen or missing keys immediately to the Housing Facilities Section, 06565-61-7488.

Section A: Air Force responsibilities

For Spangdahlem/Bitburg lockouts, call 06565-61-6686. For Binsfeld/Speicher lockouts call 0151-125-18697. Locked-out residents must provide identification. Replacement of the lock cylinder is required to ensure your security and the security of future occupants.

You may request duplicate keys by completing form AF IMT 332 and obtaining approval from the Housing Management Facilities Section (DSN 452-7943). Once again, occupants who lose a key will be required to pay for the installation of a new lock cylinder and the cutting of a new set of keys.

Whether requesting duplication of keys or replacement of lost/stolen keys, you will need form AF IMT 332, approved by the Housing Management Facilities section, Building 454 to accomplish this work.

Grounds care

In Government Leased Housing (GLH), the occupants are responsible for maintenance and upkeep of their yards up to 100 feet from the building. Common areas beyond 100 feet from the home are the responsibility of the Maintenance Contractor/Hausmeister. The Hausmeister is also responsible for major pruning as well.

For Bitburg and Spangdahlem stairwell units, grounds are maintained by the Grounds Maintenance Contractor. Members residing in the Spangdahlem single and duplex units are responsible for grass mowing and edging in their yards.

If you have a concern or a problem with the contractor's services, please contact the Quality Assurance Personnel QAP at 452-6183.

Snow removal

As you will quickly discover, the weather here in the Eifel area is very unpredictable during the snow season. The Civil Engineer Squadron is responsible for snow and ice removal on base, which includes the streets in Spangdahlem and Bitburg housing in accordance with the SAB Snow Removal Plan. The first priority for snow removal is the runway/taxiways, then the flight line, followed by priority roads, and finally secondary roads, including those that are in housing areas. Since the streets in the housing areas are narrow, we ask that people use only designated parking areas and allow for the potential use of snow equipment when parking. Parking at the end of a cul-de-sac during wintertime is not recommended, since snow may pile up from snow removal activities. It is your responsibility to remove the snow and ice from the entrances, walkways, and sidewalks to your building. Contact your building or stairwell leader for the Snow Removal Plan in your building and stairwell.

In Binsfeld/Speicher GLH, it is your responsibility to always keep your entrance/walkways and sidewalks free and clear of snow and ice. Contact your Block or Area Leader for your Building's Snow Removal Plan. Clearing the common-use sidewalks, secondary roads and connecting walkways is the responsibility of the Maintenance Contractor/Hausmeister. Clearing the streets in Binsfeld/Speicher GLH falls under the snow removal plan of each individual town. Usually, only priority roads are cleared.

Government appliances

Ranges, refrigerators, washers, dryers, and dishwashers are Government-furnished and serviced. These appliances are assigned by serial number and recorded on form AF IMT 227, Quarters

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Condition Inspection Report. If you have problems, do not attempt to perform repairs or adjustments. Problems should be called in as a service call to Housing Maintenance at Spangdahlem (452-6687).

Base Self-Help store

Self-help stores are available only for those members living in Spangdahlem and Bitburg housing units. These stores contain all necessary materials for routine maintenance and minor improvements. We encourage you to visit the Self Help stores and to use available items such as rubber stoppers, window shades, door stops, filters, replacement garbage cans, replacement parts for Government-furnished appliances, sink strainers, landscaping supplies, and much more. These items are available at no cost. Congressional appropriations do not allow us to provide housing supplies to Binsfeld/Speicher GLH units or economy housing, except for parts for government-owned appliances. These parts include drip pans for stoves, oven seals, and appliance bulbs. Since the Government owns these appliances, we can supply you with these items, even though the government does not own the housing units.

Self-help work

Self-help work requires the submission of form AF IMT 332, Base Civil Engineer Work Request, coordinated through the Housing Facilities Section and then submitted to CE Customer Service. These forms are available at the Housing Management Office and all CE Customer Service sections.

IMPORTANT: Do not purchase supplies until the AF IMT 332 is approved by the Housing Facilities Section. You will be required to remove self-help work before you clear Government Housing if the new occupant does not accept the work. If the new occupant agrees to accept self-help work, they must do so in writing and an approved AF IMT 332 must already be on file.

SECTION B: RESIDENT RESPONSIBILITIES

Social visits

Family housing units are appropriated for use as single-family dwellings and may not be jointly occupied by more than one family. If defined as a dependent, a relative of the member or spouse is not considered a social visitor, regardless of the length of stay. Bona fide social visits of 30 days or less do not constitute joint assignment of family housing. Social visits of military personnel assigned to the installation and civilians residing outside the commuting area are limited to 30 days, and those residing within the commuting area are limited to 2 days. The Commander may authorize an extension to the 30 days. Personnel authorized OHA or LQA who visit more than 30 days must forfeit OHA or LQA.

Residents may employ a live-in childcare provider with approval of the Commander. This request requires coordination with the Legal Office and Security Forces. Approval of a live-in childcare provider does not constitute an additional bedroom entitlement. For additional information, please contact the Government Housing Section, DSN 452-7133.

Maintenance and repair

You are responsible for simple maintenance and repair of your home, as required by the Air Force. We expect you to take prudent care of your home, and will hold you responsible for routine maintenance, simple repairs, and housekeeping, such as changing light bulbs, securing door stops, replacing sink stoppers, cleaning stove burners, plunging toilets and sinks, and basic insect control. Housing Maintenance may still perform this work when your home is vacant or when emergencies arise. We encourage you to use the Self-Help store to get supplies to assist you with maintenance and simple repairs. The Air Force has also established cleaning standards, and we apply the standards equitably regardless of your grade or position.

Leave or extended TDY

If you will be absent from your home leaving it unoccupied for extended periods (over 3 days), you must arrange security, prudent care, and periodic inspections of your home. This includes yard maintenance, picking up newspapers and debris, and physically checking the inside of the home to ensure there are no water leaks, gas leaks, vandalism, etc. You must notify the Housing Office in writing of your absence informing us where we can reach you, as well as whom in the local area will have a key to your unit in case of an emergency. Keep your heat on low and turn off the water valves to your washer and dishwasher. This is especially important during the cold weather season.

Pest management

According to DoD Instruction 4150.7, *DoD Pest Management Program*, occupants are responsible for controlling minor pests in their quarters, such as ants, mice, flies, and so forth. You are expected to take all measures to prevent and control insects. If infestations occur which are beyond your capability to control, please contact CE Customer Service.

Section B: Resident responsibilities

Resident liability

Military and civilian residents are held liable for loss and damage to their assigned Family Housing unit, including equipment, furnishings, grounds and exterior facilities in their area of responsibility caused by the abuse or negligence of the member, dependents, guests and pets, and for failure to clean an assigned unit satisfactorily upon termination (10 U.S.C. 2775 and DoD Regulation (DoDR 7000.14). Liability is determined in accordance with 10 U.S. C. 2775 and AFMAN 23-220 Reports of Survey for Air Force Property. AFMAN 23-220 requires the Air Force to investigate and report damages or losses to government-owned housing of \$500 or more. The Commander may, however, initiate an ROS for damages or losses under \$500 as appropriate for the circumstances. The ROS process may be disregarded when the value is less than \$500 and the member is willing to pay for the damages. If the resident does not pay voluntarily, the Housing Office will request a ROS. With approval of the Housing Office, you, the resident may repair the damage, pay a commercial contractor to repair the damage, or allow the housing maintenance contractor to repair the damage and reimburse the Government. In any case, the repair must have Government approval before a housing inspector clears you from FH.

Insurance

We highly recommended that you purchase commercial renters insurance to protect yourself and your property in case of a major loss. Such insurance should specify clearly that the personal liability coverage for loss or damage involving Government Quarters, furnishings, equipment, grounds, and exterior facilities is included. A common policy for this coverage would likely be a renter's insurance policy, which would cover your personal property as well as a personal liability for Government property. You may be able to obtain liability coverage for the Government facility without insuring your personal property.

Damages to housing

Damages to housing beyond reasonable fair wear and tear are your responsibility. When damages occur, the sponsor will be liable. The sponsor can determine how repairs or replacements can occur. All repairs must meet Air Force standards. Please contact a Housing Inspector if you have questions.

Repair costs

The following list of most commonly damaged and destroyed items is not all-inclusive, but show typical costs. Costs may vary, depending on circumstances, and include labor and materials: Prices are subject to change depending on the Euro rate and availability of materials and hourly labor rate changes from month to month.

ITEM	Cost in US Dollars
Broken Window	\$200.00
Replace window screen	\$30.00 per screen
Replace door (Interior doors included Closet)	\$80.00 per door
Replace door lock/tumbler	\$25.00 per lock

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Replace trim (Up to 10 Feet)	\$2.00 per linear foot
Replace parquet floor tile	\$60.00 per sq mtr
Replace vinyl floor	\$25.00 per sq mtr
Replace light globe	\$25.00 per globe
Replace medicine cabinet/mirror	\$25.00
Replace Entrance Door	\$200.00
Replace refrigerator (depreciation considered)	\$79.00
Other damages to yard due to pets	TBD

Trampolines

Personally-owned trampolines are authorized in units with private yards; this does not include multiplex units or stairwell housing. Residents must comply with all rules to this policy and must submit form AF IMF 332 for approval through the Housing Office. For safety, trampolines will only be allowed in the back yard, on a flat surface, and should not be seen from the street. Trampolines cannot be located where there will be an adverse visual impact either from the street or from neighbors' homes. Trampolines should be compatible in size to the home's backyard and must be located a minimum of 6 feet from any structure or appurtenance, i.e., fences, sheds, trees, etc. The tops of all trampolines must be fully caged and encased in protective padding, including the springs, and trampolines must have side netting. A parent must supervise children under the age of 10 who are playing on the trampoline. Residents are encouraged to secure additional liability insurance to cover any injuries that may occur as a result of trampoline usage. Trampolines left outdoors unattended or overnight must have a surrounding fence. Trampolines must be removed by resident when house is vacated. Any bare areas in the yard need to be tilled and reseeded. It is highly suggested you contact the Legal Office regarding potential liabilities for personal injury before buying and installing a trampoline; the Federal Consumer Protection Agency recommends against trampolines because of the corresponding high injury and death rate.

Swimming/wading pools

Only above-ground swimming pools with a maximum depth of 14 inches are authorized in housing. Pools must be emptied and taken inside when not supervised. It is also recommended that occupants contact the Legal Office regarding potential liabilities for personal injury before using swimming pools.

Energy conservation

Turn off lights, appliances, faucets, and transformers when they are not in use! The need to conserve energy is a top priority for the Air Force and for the 52d Fighter Wing. We need your assistance, as a resident, to conserve energy at all times. Money spent on energy means less money for housing amenities; rising utility costs require all of us to use common sense and do everything possible to conserve energy. We also ask you to help conserve electricity and water by eliminating waste. Notify Housing Maintenance or your Hausmeister to report all needed

Section B: Resident responsibilities

repairs involving utilities and buildings, such as water dripping, loose fitting doors, malfunctioning closing mechanisms, latches, and window seals/caulking.

Water use

Excessive water use results in increased costs for everyone and can limit our fire fighting capability, so we ask everyone to conserve. The most effective measures include turning water off when you are not directly using it, collecting a full load of dishes or clothes before washing, and notifying Housing Maintenance or your Hausmeister to report dripping/leaking faucets and/or toilets.

Water Quality

The 52d Medical Group routinely monitors water quality throughout the Spangdahlem AB system. Bitburg water systems are monitored by the Bitburg Stadtwerks. Each week the Bioenvironmental Engineering Flight (BEF) tests chlorine and pH levels, and collects water samples for bacteriological analysis. Analysis is conducted at the BEF laboratory, and then reported to various organizations on a monthly basis. BEF collects additional water samples based on a monitoring schedule directed by the Final Governing Standards-Germany (FGS-G) to determine compliance.

The FGS-G defines the parameters to be monitored (most stringent US/German requirements), the sampling frequency, the maximum concentration level (MCL), the notification procedures, and what processes should be initiated if non-compliance is detected (i.e. treatment techniques, bottled water issuance, etc). BEF is ultimately responsible for characterizing health risks and ensuring public notifications are provided on a timely basis.

Annual water reports from the previous calendar year are available upon request and from the BEF. These reports are published on the internet by July 1st each year (Spangdahlem.af.mil under Consumer Confidence Report. If you have any questions please contact the Bioenvironmental Engineering Flight at DSN 452-8348.

Heat

We recommend heat settings between 65°F and 68°F (18°C to 20°C), or setting your radiators at level “3.” Kindly do your part to prevent wasting fuel! Shut doors and turn down radiators in rooms not being used. Draw your drapes, shades, and close rolladens on cold nights.

IMPORTANT: Never turn off all the heat in your quarters when you go on leave during winter months, as this could cause your water lines to freeze, potentially breaking pipes and flooding your unit.

Heating Policy

1. According to Air Force policy, the heating season is not fixed to specific dates since regional temperatures vary and a more flexible policy allows for energy conservation. This policy gives the facility occupants an idea of when Civil Engineering will turn on the heat to their facility.
2. The heat is turned on in base facilities when the average daily mean temperature, averaged over a five-day period, is below 55°F (13°C). The definition of the mean daily

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temperature is when the temperature is taken every hour in a 24-hour period, divided by 24. All temperatures used in this equation will be provided by the base weather squadron. Heat is turned on in Government Housing, leased housing, dormitories, and selected areas (child development center, schools, etc.) when the average daily mean temperature, averaged over a five-day period, is below 55°F (13°C).

3. Civil Engineering personnel monitor the daily temperature and coordinate with the Mission Support Group Commander on when to provide heat to facilities. Heating technicians require between two and three days to turn on the heat throughout the Base and Housing facilities due to the different types of systems.
4. Depending on the facility and the system used to heat it, it may take 8-12 hours to notice that the system is on. During this period, priority consideration will be given to the Child Development Center, schools, and Medical Clinic, with general use facilities worked as manpower permits.
5. Civil Engineering cannot turn heat systems on and off daily to match changes in weather conditions, such as "Indian Summers," which are typical in Germany. Warm weather can occur through October.
6. Some organizations are exempt from having their heat turned off, such as the Corrosion Control Shop, Fuels Lab, classrooms, etc., because of mission requirements. Units requiring exemptions should submit a letter with justification to the 52d Civil Engineer Squadron.
7. Electrical and other space heaters are not authorized unless approved by the fire department. Individuals should plan accordingly. Dress appropriately, close windows to conserve heat, and open drapes when the sun is shining.
8. Heat turn-off procedures are the reverse of heat turn-on procedures. When the mean temperature is above 50 degrees Fahrenheit over a 5-day period, the heat is turned off to base facilities. Heat to the dormitories and military family housing will be turned off when the daily mean average temperature is above 55 degrees Fahrenheit over a 5-day period.
9. If there is excess heat in any facility that cannot be properly controlled, report the problem immediately. DO NOT cool the room by opening windows. This practice wastes large amounts of energy! Heating problems or complaints should be called into 52 CE Customer Service at DSN 452-6686. If there are questions about the heat policy, please contact the Civil Engineering Utilities Manager at DSN 452-4882.

Air conditioning units

Statistics collected on climate in Germany determine that housing should be built to mirror units found in the off-base community. Therefore, air conditioners are not allowed in government-owned or leased units. A cool home is possible if residents will take steps to close rolladens to block out the sun's direct rays, close windows once outside air temperatures exceed indoor temperatures, and use portable fans if needed.

Section B: Resident responsibilities

Electricity

Most Housing light fixtures are designed to accommodate 60-watt 220V bulbs. Use the proper size light bulb for the fixture. Larger bulbs increase the heat inside the light fixture and rapidly deteriorate the electrical wiring, causing a possible fire hazard. Regular light bulbs should be replaced by energy-saving “spiral” bulbs. Turn off or unplug transformers, and turn off lights and appliances when not in use. Use the washer and dryer with one full load rather than several small ones. Saving energy is *everyone’s* responsibility! You can help conserve electricity by minimizing the use of all electrical appliances and lights, especially during the peak demand period (1100 to 1300 weekdays) during the winter months.

Recycling

In 1993, Germany made recycling mandatory for all residents including US Forces. Listed here are some of your recycling responsibilities. Specific rules for recycling vary in the different housing areas and communities. In general, burning leaves or any trash is forbidden, and it is your legal responsibility to safely discard any material which could have an effect on our environment. Recycling collection points are the Base Recycling Centers (BRC) at Spangdahlem across from Building 64 and at Bitburg in Building 2038. The recycling centers will not accept automotive products such as lead acid batteries, motor oils, transmission or brake fluid, empty hazardous material storage containers, tires, etc. Take these items to the 52 FSS Auto Hobby Shop (Bldg 189) for proper disposal.

ALL ITEMS MUST BE PLACED IN THE PROPER CONTAINER AT ALL TIMES.

BULK TRASH MUST BE LEFT IN DESIGNATED PICKUP AREAS!

Glass

All glass food and beverage containers and other glassware must be recycled at a public glass recycling bin or the BRC. Do not deposit porcelain and ceramic items or light bulbs in glass bins. Glass collection bins are specifically for manageable glass items such as bottles or jars and are not to be used for large items such as windshields or mirrors. Remove all corks and lids before placing glass in collection bins. Glass collection bins are located in each of the on-base Housing Areas and in Speicher leased housing areas. For Binsfeld residents, glass collection bins are located in the village of Binsfeld, one on the street “Auf dem Auland” and another on the street “Peter von Binsfeld,” right next to the Fire Station.

Paper

Clean paper such as newspapers, magazines, egg cartons, and cardboard must be recycled. Do not recycle greasy pizza boxes or used paper towels.

Key points to remember

Do not put the paper into plastic bags. Place paper directly into the paper dumpsters or in paper bags or bundles. Binsfeld GLH does not have a container; paper is picked up only once a month. Do not place heavy, soiled items such as pizza boxes, paper plates, paper towels, or tissues into the paper containers. These items belong in the trash.

Empty cardboard containers must be flattened to conserve space. We pay for recycling disposal by volume, rather than weight. You can save enormous amounts of space, and therefore money, by crushing or flattening all items.

Yellow recycling bags

Binsfeld: The yellow bag or “Gelbe Sack” is for product packaging materials made of metals, plastics, and foam, to include milk cartons (all kinds from plastic to wax coated paper), and aluminum cans. All items may be placed together in the yellow bag. Yellow bags must be at least 75% full and securely tied when they are placed outside for pickup. In Binsfeld GLH, yellow bags are only picked up once a month and must be stored until the designated pickup day.

For those who live in Spangdahlem Housing, Bitburg Housing, or Speicher GLH, yellow bags are no longer in use – all items except paper and glass are to be placed in regular trash bags.

Shoes/Clothes

Containers for old shoes/clothes are located throughout Spangdahlem AB, Bitburg housing areas, and both Binsfeld and Speicher GLHs.

Bulk waste

Bulk waste is defined as large items such as sofas, mattresses, tables, and chairs that are too large to fit in a dumpster. Electronic appliances, car tires, and other auto parts **MAY NOT** be included in bulk trash and must be disposed of at the BRC or Auto Hobby Shop.

BUILDING LEADERS MUST CALL DSN 452-7943 TO SCHEDULE a bulk trash pick-up for their occupants before the 23d of each month for the following month. Residents should notify their building leader if they need bulk trash pick-up, especially if they are PCSing. Otherwise, take bulk trash items to the Base Recycling Center. Do not simply throw items on the curb if you have not scheduled a pickup. Binsfeld GLH has the same pick-up schedule as the local community; reference page 15. (Please call DSN 452-7943 for more info or to schedule a pick-up).

To dispose of bulk waste items at other than the scheduled pick up time, you must bring them to the BRC at either Spangdahlem AB (Building 64) or Bitburg (Building 2038). *Do not place bulk trash items outside until early morning on day of pick up.*

Household hazardous waste

Waste items such as batteries, aerosol cans, paints, and automotive fluids must not be thrown in the trash or be emptied down the drain. If there is more than 25% of the product left in its original container, it can be taken to the Household Product Exchange Locker in the Housing Maintenance Office at Spangdahlem or to the Base Recycling Center (BRC). Everyone is invited to stop in and pick up items from the locker instead of purchasing new items. Do not place hazardous materials at dumpster locations or abandon them anywhere else.

Batteries

Drop off normal dry cell batteries (A, C, D, AA, etc.) in the blue containers located near the BX entrances, Bitburg Annex Commissary entrance, or turn them in to the Base Recycling Center.

Section B: Resident responsibilities

Automotive batteries

German law requires any business selling automotive batteries to accept the old battery for turn-in. Turn in the old battery at the time of purchase. If that is not possible, please keep your receipt and make arrangements with the seller to turn in your old battery at a later time. The 52 FSS Auto Hobby Shop accepts batteries from junked cars only.

All other batteries

The Environmental Flight is located in building 119 or you may call them at 06565-61-7257 (DSN 452-7257) for instruction on discarding batteries that do not fall into one of the above categories, e.g. lithium or nickel-cadmium.

Automotive fluids

Automotive fluids, such as antifreeze and oil, pose significant threats to the environment. Placing these items in the trash or pouring them down the drain can result in legal and disciplinary actions and fines of up to 400 Euro. The garage performing the maintenance work should retain these fluids. If you use the 52 FSS Auto Hobby Shop, they have collection facilities for these fluids. Base residents may not perform automotive work in the housing areas.

Electronic Equipment

Turn in microwaves, televisions, stereos, refrigerators, irons, etc., to the Base Recycling Center (BRC). Do not dispose of them in the regular trash or as bulk trash.

Tires

The garage selling new tires should keep the old ones. The 52 FSS Auto Hobby Shop also accepts old tires.

Refuse Pick-up Times and Locations

	Spangdahlem MFH multiplex buildings	Spangdahlem MFH new town houses	Bitburg MFH	Speicher GLH	Binsfeld GLH for the year 2010
Trash Pickup	Monday, Wednesday, Friday See Notes 1, 3 and 8	Wednesday	Tuesday and Friday See Notes 1, 3 and 8	Monday See Notes 1, 3 and 8	Every Friday- on uneven calendar weeks. Due to German Holidays, pickup dates may vary. See Notes 3 and 8
Paper Recycling	Monday and Thursday See Notes 2, 3 and 8	Monday, every even week	Monday and Thursday See Notes 2, 3 and 8	Tuesday and Friday See Notes 2, 3 and 8	02 Jan, 29 Jan, 26 Feb, 26 Mar, 23 Apr, 21 May, 18 Jun, 16 Jul, 13 Aug, 10 Sep, 08 Oct, 06 Nov, 03 Dec, 31 Dec See Notes 3, 4 and 8
Bulk Waste Pickup	First Thursday of each month See Note 3 and 8	First Thursday of each month See Note 3 and 8	First Thursday of each month See Notes 3 and 8	First Thursday of each month See Note 3 and 8	26 May, 16 Nov See Notes 3
Glass Dome Locations	Throughout Housing	Throughout Housing	Throughout Housing	Throughout Housing	One at the street "Auf dem Auland" and a second one at the street "Peter von Binsfeld" next to the fire house.
Yellow Bag Pickup	N/A	N/A	N/A	N/A	02 Jan, 29 Jan, 26 Feb, 26 Mar, 23 Apr, 21 May, 18 Jun, 16 Jul, 13 Aug, 10 Sep, 08 Oct, 06 Nov, 03 Dec, 31 Dec , See Note 6 and 7

Notes:

1. Trash containers in government housing areas except Binsfeld GLH are labeled **"TRASH ONLY"**.
2. Paper containers are located in the dumpster areas and are labeled **"THE BLUE DRUM" or "PAPER ONLY."**
3. You can also bring bulk waste, household hazardous waste and recyclable items to the BRC any time during operating hours
4. Paper must be in bundles or boxes, since there are no containers.
5. Glass dome containers may be used only between 0800-2000 daily due to the noise.
6. Do not place your bags out for pickup until the night before pickup.
7. Replacement bags are available at the village administration office (at the side entrance of the SPARKASSE), Spangdahlem AB Improvement Center or the BRC.
8. Pickup dates may change due to German Holidays. Generally, pickup will occur on the day after the holiday.
9. The Refuse Disposal and Collection times and places can also be found on the internet :
<http://www.bitburg-pruem.de/cms/burgerservice/entsorgungstermine2008.html>
<http://www.bernkastel-wittlich.de/abfallratgeber.html>

You will need to search the various counties for your town or village.

Section B: Resident responsibilities

Care of housing interior

Kitchen

Special attention is needed to maintain your kitchen appliances, walls, and cabinets. Please clean ovens, broiler units, and top burners regularly to prevent grease buildup, which is a fire hazard. Clean the inside of refrigerators regularly with water and baking soda solution, rinse and dry. Clean the refrigerator gasket often. Please do not place hot utensils on countertops as this can cause permanent burn damage. Use a cutting board to prevent knife cuts on counter tops. Use only regular shelf paper in drawers and cupboards. Adhesive-backed paper will damage surfaces when removed and leave a sticky residue. Clean walls periodically to prevent surface grease buildup. Do not place decals on kitchen cabinets or drive any type of nail or hook into cabinet doors. We recommend only liquid cleaners for wood cabinets; powdered abrasive cleaners will scratch them.

A fire extinguisher should be mounted in/near your kitchen. Check it regularly. If it needs to be recharged or inspected, bring it to the fire station.

Appliances

Ranges, refrigerators, and dishwashers are Government-furnished and serviced. If you have problems, please do not attempt to make repairs or adjustments. Report **any** problems immediately to Housing Maintenance. Use of privately owned appliances is allowed; however, Government-furnished appliances must remain in the assigned unit. Check electrical cords and appliances periodically for damage. Housing Maintenance cannot repair privately owned appliances.

Ranges

Keep ranges free of all dirt, burned-on grease, and drippings at all times. Commercial stove cleaner is recommended for this purpose. Never use oven cleaners to clean the top burners of electric ranges because they could cause the burners to short out and present a fire hazard.

Vent hoods

You are responsible for periodically cleaning or replacing vent hood filters. The metal filters should be cleaned and the plastic wool filters should be changed occasionally. The Self Help Stores provide replacement wool filters (only).

Refrigerators

Standard refrigerators (the ones that are not frost-free) normally require monthly defrosting. Frost-free refrigerators defrost themselves. Regular cleaning inside, outside and around the refrigeration unit is required for both type refrigerators. Do not use any metal instruments or devices such as a knife to aid in defrosting. The use of hot water in a pan is recommended, if defrosting must be done quickly. Also, keep the area around the appliance open for ventilation purposes.

Bathrooms

Walls in the tub/shower area have a tendency to mildew and should be cleaned periodically with a product to combat mildew such as "Ajax, Comet," (or equivalent). Keeping the bathroom window open as much as possible will help combat the mildew problem. Please do not use

abrasive or powdered cleaners such as “Ajax, Comet,” (or equivalent) on vanity cabinets. Prevent and maintain bathroom walls and floors by using a bleach and water solution to keep mildew and mold at a minimum. Mold can easily spread if surfaces are not properly cleaned and maintained. Flushing such items as cotton balls, paper towels, disposable cleaning wipes, tampons, sanitary napkins, disposable diapers, etc. down the commode could cause a plumbing stop-up and would be considered occupant damage. This can easily be prevented by only flushing toilet paper down the commode. Periodic cleaning of commodes will prevent calcium deposit buildup. Fiberglass tubs and showers should only be cleaned with a non-abrasive cleaner like “Soft Scrub” (or equivalent) to protect the surface.

Bedrooms, hallways and corridors

Do not glue, tape, nail, screw, or paint anything on any surfaces of the doors, closet doors, doorframe, hallway cabinet doors or floors without the written approval from Housing Management Office. Please be advised that any gluing, taping, nailing, screwing, or painting on the above mentioned surfaces can damage them. Such damage is beyond normal wear and tear, and can result in the occupants being held liable for the cost of repair. TIP: Goo Be Gone is an excellent product for removing sticky residue from wood doors, shelf liners, mirrors and cabinets.

Floors

Too much water can cause damage to any floor, especially wood. Only use cleaners and wax specifically labeled for wood floors, stairs, etc. Use only standard waxes like “paste wax” on wood floors. Quality wax removers can prevent wax build-up and should be used. Also, pay special attention to corners and baseboards for dirt buildup. It is recommended that floor protector pads be placed under every leg of furniture to prevent gouging and scratching, especially on wood or soft marble floors. Do not use acrylic wax such as “Future” on vinyl floors and wooden parquet floors.

Carpets

Stairwell residents are allowed to install carpeting at personal expense. Wall-to-wall carpeting is permitted; however, do not use any glue or tacking strips when installing the carpet, as these damage the floor. If the carpet lies on top of a wooden parquet floor, please realize that spills on the carpet may damage the wooden floor underneath and should be checked regularly.

Walls

Use mild soap and warm water to keep your walls clean. If you install wallpaper, borders, decals, or similar adhesive items to the walls, you will be responsible for the removal and the repair of the walls prior to final termination of your unit, unless the new occupant moving into your house accepts responsibility for these items. To accept responsibility, the new member must provide a letter to the Housing Office specifically stating each item they are willing to accept. If items are not specifically contained in the letter, then the items will be required to be removed before you can clear your house. Only use nails or building-type hangers to hang items on walls. Do not nail near windows, electrical switches, or outlets. Doorstops on all doors will help prevent damage to the walls (available at the self-help stores).

Pictures, mirrors, clocks, shelves, etc.

Hanging and installing these types of items are your responsibility, and you should do it by installing commercial devices known as “bulldog grip” or “molly bolts”. Ordinary nails can be used for light pictures. When you vacate quarters, these hangers or nails must be removed so Housing Maintenance or the Hausmeister can fill the remaining holes.

Windows and doors

Windows, both inside and out, should be cleaned with a window cleaner such as “Windex” (or equivalent). The inside surfaces of windows in military family housing are covered by a foil to prevent the glass from splintering. Don’t use any scraping tools to clean this inside surface. Both the inside and outside of roladen should be cleaned with lukewarm water and mild detergent. It is your responsibility to hang your own curtains and drapes. You are also responsible for reporting broken windows. Housing Maintenance personnel or the Hausmeister may replace windows; replacement costs will be determined on a case-by-case basis.

Mold/mildew

If you reside in a newly constructed single or duplex unit on Spangdahlem AB, mold or mildew should not be a problem as these units are equipped with a ventilation system. The ventilation system is pre-set to protect your home from mold/mildew.

For Bitburg stairwell and multiplex, Binsfeld and Speicher Government Leased Housing, and Spangdahlem stairwell residents, there is no ventilation system. You must take care to open your windows daily for at least 30 minutes to promote cross ventilation and prevent mold or mildew. Mold and mildew results when household humidity is not properly managed; therefore, airflow in family housing should be properly managed by residents. The temperature and the amount of water vapor in the air can cause condensation on the windows and walls, which can absorb moisture. If not corrected, this moisture will result in a fungus, which we refer to as mildew. The resulting mildew will then damage the window frames and walls. Since the damage is controllable, it is considered carelessness on the part of the occupant if it is allowed to continue and cause damage. The cost of this damage can be expensive and will be paid by the occupant. Unlike the U.S., you must be considerate of mildew growth on your walls in Germany. This is primarily due to the type of materials used in construction. High moisture content of the air in this area is a contributing factor. Most buildings are built with concrete outer walls, which can absorb moisture and retain coolness which, under the right air conditions, is ready to promote the growth of mildew.

How the dampness occurs in walls

Air contains water in the form of water vapor. The warmer the air, the more water vapor it can hold. The warmer you keep a closed apartment, the more water vapor you can have in the air. When the air cannot hold any more moisture, it becomes “saturated,” meaning it is at 100% relative humidity. When warm moist air is cooled (by a cool wall, a drinking glass, a cold window, or a cold water pipe), it cannot hold as much moisture and becomes saturated because the water vapor changes to water. Water droplets form on the window, the window pane gets wet (starting at the bottom where it is coldest), and if allowed to continue, water starts flowing down onto the window frame. When a wall cools the air, you can’t see it absorbing the moisture; however, you can feel the dampness. You know the process is occurring when you see mildew.

Section B: Resident responsibilities

To control mildew, reduce the amount of moisture in the air. To do this, remember that warm air inside holds more moisture. So, all you have to do is exchange the air- let some of the cool (low moisture) air come in, and let some of your warm (high moisture) air out. You can do this by opening some windows (not just one), so air will flow through the apartment, or as an alternative, air room by room with completely opened windows, closed doors for two to five minutes. Start with 20 minutes every day and increase that time if it is not enough. If you allow your walls to get damp, you will have to repeat the airing process several times a day for a few weeks to dry the walls. Remember, as long as you see condensation on your windows, your walls are absorbing moisture, so take care to air your quarters.

The amount of furniture you have can also affect air moisture. The more furniture you have, the more will be placed against the walls. Exchanging the air in front of the furniture but not the air between the furniture could cause a problem. For example, a crowded bedroom with perhaps boxes and other goods stacked to the ceiling or closets with dressers in them. Mildew may develop if the air is not circulating behind the furniture especially if it is an outside wall or wall opposite of the bathroom. To prevent dampness and mildew in your apartment, you should allow a few inches between the wall and the furniture.

Sources of moisture

The number of people in an apartment can also affect the amount of moisture in the air. Our bodies are mostly made of water, and each body evaporates moisture. At night, for example, while you and your spouse are asleep, each of you adds about a quart of water to the air (that's about a bathtub full a month). If the two people stay in the house all day, that's another two quarts of water. Add the kids and other adults - too much moisture – and perhaps it feels “stuffy,” meaning the air is becoming saturated with moisture. Open the windows!

Another major source of moisture is the shower. You take a good hot shower, and when you finish you feel good, but you can't see your face in the mirror, and the window is covered with condensation. You solve the problem by opening the window completely when you leave and close the bathroom door. Not so - leave that door open, so the air can circulate (otherwise, the walls will still absorb moisture).

Kitchens are another source of moisture. Every time you boil a liquid, whatever leaves the pot as steam is water vapor added to the air. Turn on the vent and/or open the kitchen window when you are cooking, and be sure another window is open so you will have cross ventilation.

Check the walls (especially the corners) of your laundry room for mildew. Washing and drying your clothes without opening the windows may also cause mildew. To eliminate/prevent this condition, open the windows frequently when using the dryer.

The moisture content of the outside air in this area of Germany is high at all times, but higher during the summer than in the winter because of temperature. Opening your windows in the wintertime may, therefore, be more effective than it will be during the summer. It is still necessary during the summer to maintain a good temperature – balance moisture and reduce the chance of mildew.

In most cases where mildew has been a problem, the occupant has kept the apartment hot and closed-- perfect conditions for the growth of mildew. In summary, you can control the humidity in your apartment. Don't get the idea that your apartment or laundry room is different - it isn't. If you have a humidity gauge, keep your apartment at about 60% humidity. You may even consider purchasing a dehumidifier to remove moisture from the air. It is your responsibility to prevent the growth of mildew in your home.

Plumbing

Report plugged drains and leaks immediately to housing maintenance or the Hausmeister. Do not dispose of coffee grounds, grease or oils in kitchen sinks or basins.

Care of housing exterior

Grass mowing and edging

For Government Leased Housing, (GLH), and units with private owned yards, keep the grass mowed for a neat appearance. Occupants are responsible for maintaining grass out to their property line. Grass should not exceed 3 inches in height. Edge grass along sidewalks, cracks, and crevices in such a way as to create a nice and neat appearance. Please do not dig a trench when you edge. Remove grass from cracks in sidewalks, driveways, and doorsteps, including the cracks on the bottom side of the curb where it meets the street. Please follow all safety precautions when using a power mower or weed eater and take the proper precautions to avoid damage to other people's property. Many landscaping supplies such as lawn mowers, weed eaters, rakes and shovels are available at the Self-help stores. The MFH area standard is to present a neat, clean, and attractive appearance.

Lawn-care equipment

Should you need lawn-care equipment (lawn mowers, hedgers, edgers, etc.) contact your Stairwell/Building/Block Leader.

Three Strikes Policy

This policy is in effect for all 52 FW MFH and GLH residents. This policy will ensure superb facility and grounds stewardship and community cooperation. The policy is designed to enforce rules to make the housing areas clean, safe and pleasant for all residents. The attached form letter highlights MFH/GLH rule infractions covered by this policy at Section J. The Housing Brochure every family receives prior to moving into MFH or GLH quarters details applicable rules. This form letter will be issued to residents by 52 CES Housing inspectors or Housing Area Leaders for failure to comply with established rules. Letters for the first two infractions, whether repeated or separate rule infractions, will be documented by the Housing Office and sent directly to you, the resident, who will have 10 calendar days to correct any discrepancies, depending on the rule infraction, before re-inspection by either Housing Inspectors or Housing Area Leaders to ensure compliance. Failure to correct discrepancies within 10 calendars days will result in issuance of another infraction letter. For a third infraction of any rule a copy of the letter will be sent to the resident sponsor's commander. A fourth infraction may be sufficient for eviction from MFH or GLH, with 52 MSG/CC as the deciding office.

Section B: Resident responsibilities

Common areas

Keep yards free of debris, clutter, and unauthorized obstructions. The Self-Help stores provide seed and fertilizer for government owned housing units. Building /Block Leaders direct the proper care, cutting and trimming of yard areas. Yard care equipment should be stored in a basement storage area or garage. Building /Block Leaders will ensure that work assignments are given to all tenants equally. These yard duties include the removal of dirt, grass, and weeds from the parking lot areas, curbs and sidewalks and cleaning of the ditches. Pay particular attention to cleaning up broken glass around the glass collection domes. The MFH area standard is to present a neat, clean, and attractive appearance. For Binsfeld/Speicher government leased housing, the Hausmeister is responsible for the appearance of the common areas only.

Playgrounds

Please keep these areas clean of all trash. Fenced-in playgrounds are only to be used by toddlers, two to five years of age with adult supervision. Children up to the age of 12 years can use all other playgrounds. Pets are prohibited in playgrounds.

Damage to yards: Damage by a pet or from a self help project, etc. must be repaired at your own expense before vacating your house.

Holiday decorations

Decorations must be appropriate, safe, and not be offensive to others. Decorations of any type placed in a stairwell area shall be coordinated with each resident in their respective stairwell. If any resident does not concur, then the decoration cannot be placed in the stairwell. Members may decorate their individual yards and balconies without their neighbor's permission. For special events or holidays, decoration may not be displayed earlier than four weeks prior to the holiday and must be removed within two weeks after the occasion. Electric powered or glowing decorations are permitted at night from 1800-2200. All stairwell decorations must be coordinated with Area Leaders upon receiving all occupants' concurrence. Nails, permanent attaching devices or anything that damages the outside plaster, are not permitted. All Christmas decorations must be removed by 10 Jan.

Tents and canopies

Permanent tents and canopies are not allowed. In the case of special activities or events, tents or canopies may be installed for up to 72 hours.

Snow removal

It is your responsibility to always keep your entrance/walkways and sidewalks free and clear of snow and ice. Contact your Block or Building Leader for your Building's Snow Removal Plan. Clearing the streets in Binsfeld/Speicher is the same Snow Removal Plan as that of each individual town. Usually only priority roads are cleared.

Inspections

Each sponsor is expected to maintain the exterior of their unit to Air Force standards at all times. Inspections are conducted continuously, weather permitting. The Housing Office issues discrepancy notices to occupants, building supervisors, or block monitors for buildings/yards not meeting these standards. Area leaders and building/block leaders will ensure members comply

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with the housing policies. A fourth discrepancy notice will be forwarded to the 52 MSG/CC for resolution. Please make arrangements to take care of your area of responsibility when you plan to be away from your house for more than 3 days at a time.

Waterbeds

Permission to use a waterbed in Government-controlled housing must be requested by submitting form AF IMT 332 to the Housing Facility section. A housing inspector must approve the use of waterbeds to insure the weight does not exceed structural standards for each unit. Additionally, any damages caused by a waterbed (to include water damage to other units) are occupant responsibility. It is recommended that appropriate insurance be purchased to cover such damages should they occur.

Telephone jacks

Newly renovated apartments have telephone jacks throughout the unit, whereas earlier renovated units have at least two telephone jacks in the unit. One jack is in the living area and the other may be in the master bedroom. To get your telephone service started, or any other additional repair work done, please contact the Deutsche Telecom or the TKS Office.

SECTION C: FIRE PROTECTION

The 52 CES Fire Department is responsible for firefighting operations in Spangdahlem and Bitburg housing areas. The Fire Department always stands ready to respond at a moment's notice. The phone numbers are located in Section L. The Fire Department will assist you in fire safety and education. Upon assignment to your quarters, the Fire Department will provide you with a fire prevention briefing appointment. A representative from the Fire Department will brief you and your family in your quarters at the appointed time. Fire prevention is the best protection.

The local German volunteer fire departments are responsible for firefighting operations within Government Leased Housing areas. The emergency phone number is 112. Although, English-speaking operators are on duty at all times, it is imperative that you speak slowly and calmly. Do not hang up. The 52 CES Fire Department has responsibility for overall fire safety and will conduct fire safety training and education to Binsfeld/Speicher occupants. Report ALL FIRES to the Spangdahlem AB Fire Department as quickly as possible after calling the local fire department. If you have any questions, please contact the Base Fire Department.

Fire Reporting

In Spangdahlem and Bitburg Housing

For emergency Fire/Medical at Spangdahlem/Bitburg call 06561-61-117; at Binsfeld/Speicher housing, dial 112. If a fire occurs in your home, notify the base Fire Department at Spangdahlem AB or Bitburg Housing Fire Station. Follow the "SPEED" checklist instructions on the next page.

In Government Leased Housing

All leased housing occupants must call the German Emergency Number 112. Immediately give the dispatcher your name, house number and street. Do not hang up until you are told to do so. Also, report all fires to the Spangdahlem Fire Department immediately after you have contacted the local fire department.

Fire Prevention Program

The Fire Department is responsible for instructing MFH occupants in the procedures to follow in case of fire. The Fire Department will brief you on fire prevention and emergency procedures to follow in case of fire. The briefing will be conducted in your quarters at an appointed time. As head of your household, you, in turn, should instruct all members of your family on fire prevention. Spangdahlem Air Base Instruction 32-2001, Fire Prevention Program, can provide valuable information on fire safety and prevention.

Fire safety

To prevent fires, take caution in the proper disposal of smoking materials, handling and storing of flammable liquids, cooking, and properly supervising children to prevent fires. Do not obstruct fire hydrants; maintain a clearance of 15 feet around all hydrants.

Section C: Fire protection

Fire evacuation plan

Develop a home fire evacuation plan outlining primary and alternate routes of escape. Establishing and practicing your escape plan as a family activity may save the lives of your loved ones. Please make the Fire Department aware of handicapped family members. Do these things NOW, while you have the opportunity!

Smoke detectors

Smoke detectors will be checked at the initial inspection of your quarters. Check the smoke detectors at least once a month. Report faulty detectors immediately to CE Customer Service at DSN 452-6686.

Fire extinguishers

Portable hand held extinguishers will be checked at the initial inspection of your quarters. Check the extinguisher at least monthly. Report unserviceable extinguishers immediately to CE Customer Service at DSN 452-6686.

Renter's insurance

For liability protection of the occupant renter's insurance is highly recommended. Should a fire occur in the MFH unit, insurance can cover the loss of household goods and damage to the unit. Even if the fire is small, smoke damage will likely be extensive. Renters' insurance is available through your car insurance company.

Storage of flammables

Storage of gasoline and other flammable liquids is limited to one gallon. Store gasoline in an approved Underwriters Laboratory (UL), or equivalent, container in the lawnmower storage room. In leased housing, you may store gasoline in the basement provided restrictions herein are followed.

Chimineas

Chimineas, commonly referred to as wood-burning Mexican chimneys or fireplaces, may be used in duplex units only. When used, they will be placed a minimum of 10 feet (2.5m) away from the housing unit and the top vent opening will be covered with a safety screen to prevent hot embers from escaping. Chimineas must also be placed on a stand to prevent undue injury and will not be left unattended.

Residents must request a fire prevention inspection from the Base Fire Chief to determine the safety of the device. If approved/disapproved, you will receive written confirmation. You cannot use this equipment until the Base Fire Chief or designated representative has given written approval. You must call (DSN 452-5292/5297) the base Fire Emergency Services Flight, Fire Prevention Office, for review and inspection of the product prior to use.

Open "pan" style fire pits are not authorized.

Outdoor grills

You may use grills on balconies and individual yards. Only adults should light and attend grills. Keep grills at a reasonable distance from all flammable structures. Check propane fueled grills for leaks by applying soapy water on all connections. Bubbling will appear on a line if gas is

escaping. Do not operate gas grills until leaks have been stopped. Keep all flammables away from the fire source, do not use gasoline to start fires, and keep children away from the fire at all times. Open “pan” style fire pits are not authorized.

Clothes dryer

You should check and clean the clothes dryer lint traps with every load of clothes. Never place plastic articles in your dryer. Never leave your home with the dryer operating. Periodically clean the dryer vent hose and vent discharge.

Cooking appliances

NEVER LEAVE COOKING UNATTENDED, especially when cooking with grease or anything that produces its own grease. This is the Number 1 cause of household fires. Should a grease fire occur, cover the burning pan with a lid, turn off the appliance and call the Fire Department. NEVER USE WATER, FLOUR, BAKING SODA, SUGAR, ETC. TO EXTINGUISH THE FLAMES! DO NOT ATTEMPT TO MOVE THE PAN! Clean the kitchen exhaust fan filter often to prevent grease accumulation.

Smoking

Do not smoke in bed. Be sure ashes in ashtrays are cold before disposing of them in a trashcan.

Matches and cigarette lighters

Matches and cigarette lighters should be kept out of reach of small children. Do not leave children under nine years of age or handicapped people alone. Make sure baby-sitters are informed and understand how to report a fire.

Electrical equipment

Inspect electrical cords regularly to ensure they are in good repair, and not taped or frayed. Never put electrical cords under carpets or similar objects, because the cord may become damaged, overheat, and start a fire.

Power equipment

Never refuel lawn mowers and edgers while the motor is running. Allow equipment 30 minutes to cool before refueling.

Storage areas/cages

Items equipped with fuel/gas or oil tanks may not be stored in basement storage areas in Spangdahlem/Bitburg stairwells. Building supervisor rooms have fire-protected metal doors and should be used for this purpose. The areas under stairways or under balconies will not be used as a storage area. Stored materials will be more than 18 inches from all light fixtures and interior fire doors. Basement hallway doors must remain closed at all times. Storage rooms underneath wet cell towers at Bitburg housing are designated for storing motorcycles, mopeds, etc. Smoking is not authorized in any storage area.

Housekeeping

Housekeeping, both in quarters and storage areas, is extremely important in the battle against fires. Keep trash from accumulating in closets, attics and storage areas near wall heaters and hot

Section C: Fire protection

water heaters. Never use 220 volt equipment, such as curling irons, hairdryers, etc., in a 110 volt outlet, a fire and injury can result.

REPORT A FIRE WITH “SPEED”

- S** { **SOUND** the alarm
- Alert personnel to evacuate from the fire location
- P** { **PHONE** the Fire Department by dialing 117 from a military phone, or 06565-61-117 from a commercial phone, and give the dispatcher your
- Phone number
 - Building number
 - Location of fire (stairwell)
 - Type of fire (electrical, chemical, etc.)
 - Name
 - Persons unaccounted for, if any
- E** { **EXTINGUISH** fire, if possible
- Use dry chemical on everything
 - Use water on wood, paper
- E** { **EVACUATE** the facility/area
- Close the windows and doors
 - Leave the fire scene and remain clear of roads
- D** { **DIRECT** firefighters to the fire location and explain situation

SECTION D: SECURITY FORCES

The 52 FW Base Commander is responsible for the control and safeguarding of all base property. Security Forces are always ready to respond to emergencies such as a crime in progress or accidents. The SF's will also assist you in security awareness education. If you have questions, please call the Security Forces Squadron at 06565-61-6666.

Crime stop

For emergency reporting of a crime in progress, telephone 06565-61-114.

Visitor reception and registration

You are required to sign onto the base any visitors who are non-US military personnel or non-US military dependents at the Visitor's Control Center (Building 505) at Spangdahlem AB or the Main Gate at the Bitburg Annex during duty hours. During non-duty hours you must use the Main gate at both Spangdahlem AB and Bitburg Annex. After meeting registration requirements, the Visitor's Control Center personnel or Gate Guards will issue your visitors a pass. Personnel expecting a large number of visitors (four or more) must provide a letter with all names at least five duty days in advance. This letter must contain the names of the visitors, their passport or German Ausweiss number, place to be visited, or function to be attended. You must submit this letter through your Unit IACS Approving Official.

Parking

On-base stairwell occupants are assigned one designated parking space per family/unit only. Visitor slots are for use on a first-come first-serve basis. Only vehicles in operating condition with current registration are permitted in the housing area. Prohibited parking areas include sidewalks, grass, seeded or dirt areas, and within five feet of a crosswalk, or within 15 feet of a fire hydrant. All trailers are prohibited in the housing area except during temporary loading and unloading (up to one day). Contact 52 SFS (DSN 452-6666) to report inoperable vehicles in the housing area.

Do not park in front of trash enclosures (collection points). Contractor will not pick up trash if vehicles are blocking trash enclosures/receptacles.

Recreational vehicles (RVs)

There is no designated parking for recreational vehicles and utility trailers in housing. Contact 52 SFS/S5L at 452-4030, Mon-Fri, 0730-1630 for RV or utility trailer parking needs. This office is located in Building 127, second floor.

Fireworks and firearms

Fireworks are prohibited in all Spangdahlem Air Base areas, to include Bitburg, Binsfeld and Speicher, unless being used by authorized professionals, such as during Fourth of July activities. Storage of gunpowder and other reloading materials in base facilities is also prohibited. For information on firearms in family housing, please contact the Security Forces Desk Sergeant and reference Army in Europe Regulation 190-6 dated 20 Jul 06, *Military Police --Registration and Control of Privately Owned Firearms and other Weapons in Germany*.

Section E: Good neighbors

SECTION E: GOOD NEIGHBORS

Family housing and close neighbors are synonymous. We appreciate your support and cooperation in the following areas:

Noise control

Excessive noise is the primary complaint received by the Housing Management Office. Many Air Force personnel work shifts and must sleep during the day. Please be considerate! Quiet hours for Spangdahlem and Bitburg Housing are from 2000-0700 daily. For Binsfeld/Speicher, by German law, quiet hours are Monday to Saturday from 2200-0700 and from 1300-1500 and all day on Sunday and German holidays. During quiet hours, there are to be no loud noises, to include stereos, lawn mowers, saws, etc., where noise might disturb other residents. Remember that this is the law. Many complaints can be avoided by informing your neighbors prior to having a party or by inviting them.

Lawn mowing is NOT permitted on Sundays and German Holidays. Lawn mowing is also NOT permitted during the following hours: 1300-1500 and 1900-0700, Monday through Saturday. Quiet times must be adhered to at all times. During the quiet hours you can listen to music, but it cannot disturb your neighbors. Administrative fines up to 500 Euro can be issued for violation of the German Noise Protection Regulation.

Complaint procedures

Please speak with your neighbor first before reporting them to Security Forces with a complaint for loud noise, barking dogs, etc. If a compromise cannot be reached, please contact your Stairwell/Building/Block Leader next. However, if safety or property is at imminent risk, or you have questions law enforcement, contact the Security Forces Desk, 06565-61-6666. Also, refer to the Housing Leader Program in Section K.

Flags

The following flags may be flown in housing: US, German, state and school. Any other type of flag must be approved by the MSG/CC. If you fly the US flag in housing please make sure you know the rules for displaying a flag. The flag if properly lighted may be flown during the night time. Your porch light does not meet the requirement for proper lighting of the flag. Do not permit the flag to touch anything beneath it. Do not fly a flag that is torn, soiled or damaged. The US flag is flown above any other flag.

Control of children

Do you know where your children are? Members are responsible for the conduct and welfare of their children and for their supervision. The standards for supervision guidelines for Children and Youth of the Eifel Community are as follows:

**Spangdahlem Air Base
Family Housing Brochure 2010**

Eifel Community Base Child and Youth Supervision Guidelines						
Age of Child	Can Be Left w/o sitter 2hrs or less?	Can Be Left w/o sitter in quarters for more than 2 hours?	Can Be Left alone overnight?	Can Be Outside un attended includes play ground?	Can Be Left in car Un Attended?	Can Babysit?
Newborn-4yrs	No	No	No	No	No	No
Ages 5-6	No, except at age 6 may walk to and from school	No	No	Yes; on playground or in yard with immediate access (visual sight/hearing) to adult supervision	No	No
Age 7-9	No; except may walk to and from school	No	No	Yes; with ready access to adult supervision who assumes responsibility for the child.	Yes; except in hot weather; keys removed and hand brake applied; 15 min in other weather; adult within sight	No
Age 10-11	Yes; with ready access to an adult supervisor who accepts responsibility for the child	No	No	Yes	Yes; keys removed and hand brake applied	No; Age 10 years old. Yes; 11 years old/6 th grade max 2 hours, Red Cross Babysitting Training mandatory
Age 12-15	Yes	Yes; can be left alone for up to 12 hours during daytime hours before curfew No after curfew	No; for 12-14 years old. Yes; 15 years old / 9 th grade may be left alone overnight with access to adult supervision ;sponsor must be in local area	Yes	Yes; keys removed and hand brake applied	Yes; Red Cross Babysitting Training is strongly recommended.
Age 16- High school Graduation	Yes	Yes	Yes; age 16 may be left alone for short TDYs or leaves, not to exceed 48 hours. Must have access to an adult supervisor who accepts responsibility for the child and who makes periodic checks. Power of Attorney must be in place.	Yes	Yes	Yes; Red Cross Babysitting Training is strongly recommended.

Section E: Good neighbors

NOTE TO PARENTS/GUARDIANS

The ultimate responsibility for the care, supervision, and well being of our children remains with you, the parents or guardians. In all instances, you should exercise good judgment in ensuring your child's ability to demonstrate the appropriate behaviors and skills necessary to provide self care and appropriate care of others if/when indicated.

Any child left responsible for self or others should know:

1. Their family's emergency plan.
2. Parents' phone number(s) -- work, home, cellular, etc.
3. The availability of the parent or adult responsible for the child during the time the child will be left alone and/or babysitting.

*** Special considerations should be given to children who have special needs. They may require more supervision than what is outlined in these guidelines.

*** Please ensure you verify the individual(s) responsible for your child in advance when your child will be alone.

Note: Adult supervision is defined as someone who has or assumes responsibility for the child, e.g., parent, guardian, care provider, friend.

Children's' curfew hours

Curfew hours for children 12 years and younger

- On school days, from 2100 until 0500
- On weekends and non-school days, from 2200 until 0500
- During summer vacation, from 2200 until 0500

Curfew hours for youth between 13 and 17 years of age

- On school days, from 2330 until 0500
- On weekends and non-school days, from 0030 until 0500
- During summer vacation, from 0030 until 0500

Lead-based paint management

US Federal Legislation has been enacted to control exposures to lead in air, water, and soil. Lead compounds in paint applied to facilities can be a source of hazardous exposure to lead for military and civilian employees, their families, and contractors performing work in facilities. Ingestion of paint chips or dust containing lead can cause adverse health effects in children and adults. However, children are at a greater risk of lead poisoning due to a lower body weight, developing nervous system, and greater tendency to ingest paint chips/dust.

Results of the lead-based paint survey accomplished 1996 at Spangdahlem AB:

1. Binsfeld GLH: No lead-based paint identified
2. Speicher GLH: No lead-based paint identified
3. Bitburg MFH: Buildings with lead-based paint previously identified in 1996 has been eliminated during renovations in 2001-2004.
4. Spangdahlem MFH: Lead-based paint previously identified in 1996 has been encapsulated in stairwells in Buildings 424 and 425. Should stairwell paint begin to chip, please contact the Housing Facilities Office at 452-7488 or 7943.

Lead from paint, dust and soil can be dangerous if not managed properly. FACTS:

- Lead exposure can harm young children and babies even before they are born.
- Even children that seem healthy can have high levels of lead in their blood.
- People can get lead in their bodies by breathing or swallowing lead dust, or by eating soil or paint chips with lead in them.
- People have many options for reducing lead hazards. In most cases, lead-based paint that is in good condition is not a hazard.
- Removing lead-based paint improperly can increase the danger to your family.
- Lead gets in the body many ways. People can get lead in their body if they:
 - Put their hands or other objects covered with lead dust in their mouth.
 - Eat paint chips or soil that contains lead.
 - Breathe in lead dust (especially during renovations that disturb painted surfaces).
- Lead is even more dangerous to children than adults because:
 - Babies and young children often put their hands and other objects in their mouths. These objects can have lead dust on them.
 - Children's growing bodies absorb more lead.
 - Children's brains and nervous systems are more sensitive to the damaging effects of lead.
- Where lead is likely to be a hazard:
 - Lead-based paint that is in good condition is usually not a hazard.
 - Peeling, chipping, chalking, or cracking lead-based paint is a hazard and needs immediate attention.
 - Lead-based paint may also be a hazard when found on surfaces that children can chew or that get a lot of wear and tear. These areas include: windows and windowsills, doors and doorframes, stairs, railings, and banisters, porches and fences.

Section E: Good neighbors

- Lead dust can form when lead-based paint is dry scraped, dry sanded, or heated. Dust also forms when painted surfaces bump or rub together. Lead chips and dust can get on surfaces and objects that people touch. Settled lead dust can reenter the air when people vacuum, sweep, or walk through it.

What you can do to protect your family from lead hazard?

- If you suspect that your house has lead hazards, you can take some immediate steps to reduce your family's risk:
- Get your young children tested for lead, even if they seem healthy.
- Clean up paint chips immediately.
- Clean floors, window frames, windowsills, and other surfaces weekly. Use a mop or sponge with warm water and a general all-purpose cleaner or a cleaner made specifically for lead. **REMEMBER: NEVER MIX AMMONIA AND BLEACH PRODUCTS TOGETHER SINCE THEY CAN FORM A DANGEROUS GAS.**
- Thoroughly rinse sponges and mops heads after cleaning dirty or dusty areas.
- Wash children's hands often, especially before they eat and before nap time and bed time.
- Keep play areas clean. Wash bottles, pacifiers, toys, and stuffed animals regularly.
- Keep children from chewing windowsills or other painted surfaces.
- Clean or remove shoes before entering your home to avoid tracking in lead from soil.
- Make sure children eat nutritious, low-fat meals high in iron and calcium, such as spinach and low-fat dairy products. Children with good diets absorb less lead.
- Call in a work order to Housing Maintenance or the Hausmeister about fixing surfaces with peeling or chipping paint that may contain lead.
- Take precautions to avoid exposure to lead dust when remodeling or renovating.
- Don't use a belt-sander, propane torch, dry scraper, or dry sandpaper on painted surfaces that may contain lead.
- Don't try to remove lead-based paint by yourself.

Pet Control

All pets must be registered within 21 days of arrival on base with the base veterinarian, Bldg 559. In all housing areas, the base policy is no more than two pets per unit. You must leash your pet when outside your home or fenced yard. Please ensure cleanliness of your pet's area to control and prevent vermin infestation. **There are no designated pet relief areas in Spangdahlem and Bitburg housing so all animal feces must be picked up immediately.** Common sense must prevail when walking pets. **Please don't allow pets to relieve themselves in "high play" areas.** At no time will pets be kept on balconies, turned loose in stairwells or be allowed to relieve themselves on balconies. **Pets must always be attended when outside the home.** Do not let your pet become a neighborhood nuisance because of excessive barking and/or invading the privacy of others. Animals that bite will not be tolerated, and will be dealt with severely. Reptiles, farm, ranch, wild and exotic animals are strictly prohibited. Additionally,

breeding animals for show or commercial purposes and the operation of a commercial type kennel in housing are also prohibited. Dog/animal shelters and runways must be properly maintained. Submit and AF IMT 332 to CE Customer Service for approval of these structures. Do not purchase any materials until AF IMT 332 is approved.

Vehicle Repair Work

You may not use the housing areas for major vehicle repairs. This includes any work involving oils, engine or transmission fluids, or grease. The Auto Hobby Shop is available for this type of work. Only minor maintenance such as changing headlights and replacing air filters or spark plugs is allowed. Washing vehicles is not allowed in the housing areas. This is due to the contamination of the ground water. Please use the wash rack at Bitburg or one in the community to wash your car. If you have any questions, please contact the Environmental Element at 06565-61-7257.

SECTION F: WEATHER AND CLIMATE SITUATIONS

The Eifel area is subject to severe winter weather and temperatures. You can prevent unnecessary damage by following these procedures:

1. Remove water hoses from outside water faucets whenever the outside temperature is expected to fall below 35 degrees Fahrenheit.
2. Secure all items in the yard that high winds could lash against the house. Ensure storage shed doors are locked to avoid wind damage.
3. Close roladen when high winds occur.
4. If you have power or heating problems in your quarters, immediately inform Housing Maintenance or your Hausmeister.
5. See below for **road conditions**.

Road Conditions	
Green	Normal operations for all vehicles
Amber	Road conditions are hazardous. Exercise caution due to slush, snow, ice patches or decreased visibility
Red	Road conditions are dangerous. Exercise extreme caution if required to drive. GOVs use should be limited to mission essential operations.
Black	Driving is prohibited except in emergency/life threatening situations. Wing leadership will disseminate specific instructions/guidance.

Road Condition HOTLINE: DSN: 452-COPS (2677); Comm: 06565-61-2677

Staggered Release Procedures

The 52 MSG/CC will decide and announce the use of stagger procedures or immediate early release of non-essential personnel.

Stagger release is to be implemented in 45-minute intervals as follows:

Stagger 1: Personnel living in the greater Bitburg area (those personnel traveling west on B50 to Bitburg or its sub-cities) with last names beginning with A-K, persons living in Speicher or in other outlying areas greater than 10 kilometers.

Stagger 2: Personnel living in the greater Bitburg area with last names beginning with L-Z, persons living in Binsfeld, and remaining off-base locations.

Stagger 3: Personnel residing in on-base quarters.

For additional information, listen to AFN 105.1(FM) on your radio or the Spangdahlem local television channel.

Section F: Weather and climate situations

Public address system

The public address system (“giant voice”) is activated at specific times of day throughout the week:

Reveille	0700	Mon-Fri
Retreat	1700	Mon-Sun
Taps	2100	Mon-Sun

Tornado warnings will also be broadcast to general base populace via Giant Voice along with a steady siren.

Verbal announcements of alarm conditions, mission oriented protective posture (MOPP) during local exercises at Bitburg and Spangdahlem will also be heard over the base public address system in conjunction with colored flags posted on flagpoles, vehicles or buildings.

SECTION G: COMMUNITY/RESIDENTIAL ACTIVITIES

Stairwell/Building/Block Leader Program

Their duty is to promote harmony and reduce discord; they set cleaning, lawn mowing and snow removal schedules and monitor compliance with the housing brochure and housing directives. Occupant disputes that cannot be resolved by the Building/Block Leader will be referred, as appropriate, to the member's respective First Sergeant and Area Leaders. Being a Building/Block Leader does not release anyone from their required duties as an occupant.

Yard sales

Conducting yard sales within MFH is only allowed in connection with PCS moves. The yard sales can be held on Saturdays only and must be coordinated with building leaders to schedule common use area. The Housing Office has signs that you may post the day of your sale only. You may post your own sign only after approval from the Housing Office. Again, occupants may post a sign in front of their unit or stairwell during the hours of the sale; **however signs cannot be posted anywhere else on base. This includes signs on "Stop" signs or any other street sign, light poles, or trees.**

Home-based Business (HBB)

Operating a HBB (e.g., Pampered Chef, Tupperware, Stampin' Up, etc.) is not allowed without written approval from 52 MSG/CD. This includes private invitations into MFH. Individuals in possession of DOD, NATO ID cards and installation passes are not authorized to conduct business until they have received appropriate approval.

Individuals requesting permission to operate a HBB will need to pick up an instruction package from the Housing Office, Bldg 454 and submit the written application through the Housing Office (52 CES/CEACHH) in accordance with AFI 32-6001, para 2.13 and AE Regulation 210-70/USAFE Instruction 211-16, para 19. The Housing Office will verify completion of the application package and forward to the appropriate base organizations for coordination.

Solicitation in MFH

Solicitation, fund-raising, scout activities, school sales, etc., requires approval from the 52d Mission Support Group Commander.

SECTION H: SELF-HELP WORK

We allow “Self Help” work in MFH if the proposed work is relatively simple and is mainly for your benefit. Normally, a self-help project is to improve living conditions. Self-help work must not create added maintenance or repair costs. Presently, occupants must remove self-help work before final termination unless accepted in writing by the incoming occupant, or by the Base Civil Engineer (BCE). When removing self-help work, occupants must restore the house or area to the original condition. If you have any specific questions about your unit ask your housing inspector at your pre-final inspection.

Requesting self-help work

All self-help work requests require completion of an AF IMT 332. Occupants may not purchase materials nor begin work until they receive approval following this procedure. Do not attempt to do self-help work without knowing the standards and receiving approval beforehand.

Fences and Dog Runs: Residents must complete an AF IMT 332 to install fencing or partitions in the Government Leased Housing units. When submitting the AF IMT 332 to the Housing Facilities Section, also attach a diagram of where you would like the fencing or partition to be placed. Fencing or partitions cannot be wider than the width of the house, cannot exceed 1 meter in height and material must be approved by the housing facility section PRIOR to installation.

Satellite dishes and antennas

Residents are to request permission to install a satellite dish through 52 CES/CEACH in writing. If approved, a certified contractor must accomplish the installation and Housing Management Office (Facility Section) must inspect the final work.

Installation of satellite dishes

The occupant must follow all procedures listed below prior to the installation of a satellite dish at any Spangdahlem AB military family housing or Binsfeld/Speicher government leased housing unit. The dish must be installed and removed by an approved contractor prior to vacating quarters. Requirements include:

1. The occupant must submit an AF IMT 332, *Base Civil Engineer Work Request*, to the Housing Office Facilities Section. The request must state the work will be done as “self help”.
2. The location of a satellite dish must be approved by the Housing Office Facilities Section prior to installation. If reception can be accomplished using a satellite dish stand, the satellite dish shall NOT be mounted to the facility.
3. Once the request has been approved, the occupant will be given the name of a contractor approved to install the satellite dish. Occupants are NOT allowed to install the satellite dish themselves. The occupant is responsible for all costs associated with the installation and removal of the satellite dish by the contractor.

Section H: Self-help work

4. The satellite dish must be removed prior to vacating the quarters by an approved contractor and all associated hardware. All holes must be filled and the entire area returned to its original condition to include matching the paint.

Disposition of self-help improvements

When you get ready to move, you must remove ALL self-help work before final inspection unless the incoming resident accepts the self help project/item, in writing. Any self help work that is accepted must already have an approved AF IMT 332 on file and the new occupant must agree to take on the responsibility of removal once they terminate the unit. If there is not a new resident projected into the unit or if the new tenant does not agree to taking on the responsibility, you must remove your self-help project, and restore the area to its original configuration. Consult with the housing representative at your prefinal inspection about removing self-help work or transferring the project, and restoring surfaces.

SECTION I: TERMINATION OF FAMILY HOUSING

Giving notice

It is necessary to give a minimum of 40 days notice to vacate family housing. Exceptions can be made with short notice PCS or separation orders. Housing is one of the only agencies that can begin your out-processing without a copy of orders. At the time you notify us, we will schedule your pre-final inspection. Your Housing Office can be of great assistance in your coming move. Ask about the availability of MFH and community housing at your next location and the advanced housing application procedures.

Temporary Lodging Allowance (TLA)

Once you receive your port call date, a housing representative will advise you and schedule your final inspection. Members residing in government assigned housing are only authorized up to 3 days of Temporary Lodging Allowance. It will be critical to work closely with the Housing Office to ensure a smooth exit from the installation.

Pre-final inspection

Housing Office personnel will brief you regarding the clearing and cleaning standards to help you with a smooth transition out of your government home. An inspector will identify areas requiring normal maintenance and any damages beyond fair wear and tear. This will provide you the time to make the necessary corrections yourself if you so desire or pay current government shop rate that is applicable. Your pre-final inspection is designed to assist you in preparing for your final inspection and includes a handout designed to answer most of your questions. The housing inspector will give you a cleaning checklist and discuss your home's individual cleaning requirements. We want to inform each person that DOD policy does not, and will not, allow AF members to abuse or neglect their assigned quarters. Public Law 99-167, as amended by the 1985 Military Conservation Authorization Act, holds members of the Armed Forces liable for damages and for the cost of cleaning made necessary as a result of their failure to clean.

Final inspection

Your final inspection will normally occur within the last three days of your departure. Upon passing the final inspection and clearance by your Building Supervisor/Block Monitor and Housing Maintenance, the housing inspector will complete the paperwork to start your Basic Allowance for Housing (BAH).

Standard Cleaning for Military Housing: You are required to meet the following minimum acceptable standards at the final inspection:

- Remove all personal items prior to final inspection.
- Replace all broken light globes and burned out bulbs.
- Remove all self-help items; unless there is an approved AF IMT 332 and the new occupant has accepted the items in writing.

Section I: Termination of Family Housing

- Sweep storage areas; remove any accumulated trash.
- Remove cobwebs, crayon and pencil marks, and food from walls, ceilings and doors. Remove all nails and hooks, but do not fill the holes. Remove all stickers and contact paper, to include the adhesive. Remember, your taste may differ from the next occupant. Address any questions you have at the pre-inspection.
- Defrost the refrigerator and remove any accumulated or dried on food. Unplug refrigerator and leave door open. Empty drip pan and sweep up any debris underneath. Clean the stove (oven, range and hood) so that it is free of grease and burned on residues. It is not required to be spotless. You do not have to clean the door gasket, and you don't have to take the stove apart to clean the hinges. Clean dishwashers of any food and wipe them down. We also realize that you will continue to use the appliances until you depart; however, you still need to wipe them down for the final inspection.
- Remove any excessive build up of dirt in bathroom.
- Wipe down washers, dryers and hot water heaters, including all surfaces, filters, etc. Again, the standard will be clean to the eye.
- Sweep clean balconies, patios, storerooms, terrace areas, carports, and garages as normal. This means removal of oil spills, stains, grass, and accumulated debris. Accomplish normal yard maintenance for Binsfeld/Speicher Government Leased Housing and Spangdahlem dwellings.

Note: We have tried our best to develop “common sense” standards, similar to what a downtown landlord would use, to remove the hassle from clearing government quarters. We hope you appreciate them and clean the unit properly for the new arriving family.

SECTION J: THREE STRIKES POLICY

SUBJECT: “Three Strikes” Housing Policy Infraction

1. In accordance with the 52 FW “Three Strikes” Housing Policy, you, or a member of your household, were found to be in violation of the 52 FW Military Family Housing (MFH) or Government-Leased Housing (GLH) rule(s) as noted below by:

Rank/Full Name/Title

2. A copy of this infraction letter will be documented and filed in the Housing Office Facility folder. As per the “Three Strikes” policy, a third infraction letter associated with your household for either the same repeat or uncorrected infraction(s) or a different infraction will be sent to your unit commander. A fourth infraction letter may be cause for your eviction from MFH or GLH. You have 10 calendar days to correct any deficiencies noted below; failure to comply will result in your receiving another infraction letter. If you have questions regarding this letter or the “Three Strikes” policy, please call 452-7942/7943.

JODINE K. TOOKE, Colonel, USAF
Commander

- | | |
|--|---|
| - Improper disposal of trash, bulk trash, debris or recyclables | - Excessive noise during quiet hours |
| - Failure to clean pet waste | - Unauthorized parking/air conditioner/tent/canopy |
| - Failure to restrain pet with leash while outside | - Working on private vehicle in housing area |
| - Menacing pet | - Inoperable/unregistered private vehicle in housing area |
| - Exterior light left on during daylight hours | - Failure to participate in mandatory building/area clean-up without valid justification |
| - Dead plants on balcony; overly cluttered balcony/yards | - Failure to mow grass (GLH/ New Housing Spangdahlem) |
| - Items left outside, in stairwells, or unsecured in basement | - Failure to edge along sidewalks, driveways, roadways and fences (GLH/New Housing Spangdahlem) |
| - Failure to remove Holiday decorations after 2 weeks of holiday | - Failure to remove snow and ice |

SECTION K: AREA/BUILDING LEADER PROGRAM

Area Leaders (AL)

The highest-ranking building leader in the particular geographic area. ALs are active representatives of the Support Group Commander, and are empowered to resolve occupant disputes. However, under extreme circumstances, ALs will make written recommendations to the Housing Director as appropriate. To be an Area Leader does not release members from any required duties as an occupant.

Area Leaders are expected to:

- Be a communication conduit for all important announcements to Building/Block Leaders.
- Establish Building/Block Leader (BL) email group.
- Communicate information to BLs and similar actions.
- Hold mandatory semi-annual (or more frequently as required) meetings with BLs.
- Assist in mediating occupant disputes resolution if elevated to that point.
- Ensure/enforce base clean-up actions are performed in compliance with base standards.
- Ensure a Snow Removal Plan is accomplished.
- Monitors the trash collection points within their area.
- Transfer duties and responsibilities to the next highest-ranking BL during your absence for longer than two weeks. The temporary assignment will be reported to the Building/Block Leaders and the Capital Asset Management Element (formerly Housing Office), Facilities Section, Building 454, DSN: 452-7943, Commercial: 06565-61-7943.

Building/Block Leaders (BL)

Also representatives of the Support Group Commander. Building Leaders are referred specifically for the government-owned housing (Bitburg and Spangdahlem), and Block Leaders for government leased housing (Binsfeld and Speicher). Their duties are to promote harmony, reduce discord, and monitor compliance with the housing brochure and Housing directives. Occupant disputes that cannot be resolved by the BL shall be referred, as appropriate, to the members' respective first sergeants and Area Leaders. Being a Building/Block Leader does not release members from any required duties as an occupant.

Building/Block Leaders will be expected to:

- Assist the Area Leader to administer of his/her responsibilities.
- Assist in occupant disputes resolution as necessary.
- Responsible for their assigned trash collection point.
- Submit a brief statement to the Area Leader on any occupant who fails to comply with the policies described in the housing brochure, and housing directives.
- Transfer duties and responsibilities to the next highest-ranking Stairwell Leader (where applicable) or during their absence for longer than two weeks. The temporary assignment will be reported to the AL and the Capital Asset Management Office, Facilities Section, Building 454, DSN: 454-7943, Commercial: 06565-61-7943.

Section K: Area/Building Leader Program

- Assign Stairwell Leaders (SL) to each stairwell in the building (Spangdahlem or Bitburg) or where applicable, assigns BL as Building/Block Leader Alternate to each Four-Plexes in government leased housing (Binsfeld and Speicher).
- Visit every new occupant upon assignment to quarters. Inform them of policies governing to laundry schedules, how common areas are maintained, occupant meetings and how to resolve a complaint.
- Accomplish and lead semi-annual occupant meetings.
- Controls common areas and reports any safety and fire hazards. Discourage storage of items in basement hallways, underneath staircases and in front of entrance doors that block off or hinder access.
- Request repair/replacement of inoperable or broken items in common areas, i.e. light fixtures, bulbs, and switches, broken window panes in stairwells and basements, stopped floor drains, leaking gutters and downspouts, etc.
- Determine equitable distribution of undesignated storage cages in basements.
- Keep constant control and advise occupants to fulfill their duties as military family occupants.
- Schedules a Snow Removal Plan.
- Maintain neat building/housing appearance, including interiors and exteriors. Investigate unauthorized trash dumping and report to the Natural Resources Management Element (formerly Environmental Flight), Building 119, DSN: 452-5125; Commercial: 06565-61-5125.
- Post and periodically update the names and addresses of the BLs and AL in every stairwell. Phone numbers will be provided with authorization from the appropriate BL and/or AL.
- Supplement base guidance for their particular building as necessary to maintain safe and healthy living standards. A copy of this guidance will be forwarded to the Housing Office, Facilities Section, 52 CES/CEACH, Building 454, and the appropriate AL.

Stairwell Leaders (SL)

Representatives of the Building Leaders. Their duties are to promote harmony, reduce discord, and monitor compliance in accordance with the housing brochure and Housing directives. Occupant disputes that cannot be resolved by the SL shall be referred, as appropriate, to the Building/Block Leader. Being a Stairwell Leader does not release member from any required duties as an occupant.

Stairwell Leaders will be expected to:

- Assist the Building Leaders/Block Leader to administer of his/her responsibilities.
- Responsible for their assigned trash collection point.
- Submit a brief statement to the Building/Block Leader of any occupant who fails to comply with the policies described in the housing brochure, and housing directives.
- Transfer duties and responsibilities to the next highest-ranking member during their absences for longer than two weeks. The temporary assignment will be reported to the BL and post the transfer of duties for occupant's information.

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- Visit new occupants upon assignment to quarters. Inform them of policies governing laundry schedules, common area maintenance, and occupant resolution.
- Post duty-schedules (yard, laundry room etc.) in every stairwell informing occupants on what their required duties are, and when they must be accomplished.
- Control and advise occupants of their duties as military family housing occupants.
- Control basement hallways, stairwells and other common used areas preventing safety and health hazards.

All occupants living in government owned and Binsfeld/Speicher leased housing are responsible for the upkeep of common areas on an equitable basis and to participate in the Base appearance program. Practice common courtesy as good neighbors and respect each other in order to promote harmony and eliminate discord.

Major duties to be performed by the occupants:

Daily requirements include:

- Control and clean dumpster areas, glass dome areas
- Responsible for their assigned trash collection point.
- Pick up litter in and around buildings.
- Control of basement hallways, stairwells and other common areas by not allowing items to collect that will be a hazard.
- Keep all personal items in designated storage areas.
- Snow removal and salt spreading on sidewalks in icy weather.

Weekly requirements include:

- Cut and water the grass and edge sidewalks (as applicable)
- Weed the flowerbeds (as applicable)
- Responsible for their assigned trash collection point
- Sweep parking areas and walkways
- Clean basement window seals
- Inspect exterior of building for safety and security problems
- Clean up/around play ground area (as applicable)
- Clean up/around bus stop shelters

Housing Office

- Trains ALs and BLs.
- Briefs all BLs (inbound/outbound personnel) of their areas of responsibility and assignment procedures.
- Provides update rosters of new assigned area leaders and occupants.

Section K: Area/Building Leader Program

Assignment Procedures

Area Leaders (AL)

- The highest-ranking Building/Block Monitor in an area will be assigned Area Leader responsibilities by the Capital Asset Management Element (formerly Housing Office) approximately one month after accepting quarters.
- In the absence of the AL (leave, TDY etc.), the highest-ranking available BL shall take over all responsibilities during the period of absence. The temporary re-assignment, performed by the incumbent AL, will be reported to the BLs within his/her area and the Capital Asset Management Element (formerly Housing Office), Facilities Section, Building 454.
- An AL will be released from his/her duties if a higher-ranking individual accepts quarters in the responsible area, or 2 month prior to PCSing. If moving within the local area i.e., other government housing or economy housing, they will be released 2 weeks prior to their move.

Building/Block Leaders (BL)

- The highest-ranking member in a building or block will be assigned Building/Block Leader responsibilities by the Capital Asset Management Element (formerly Housing Office) approximately one month after accepting quarters.
- In the absence of the BL (leave, TDY etc.), the highest-ranking available SL or member shall take over all responsibilities for the period of absence. The temporary re-assignment, performed by the incumbent BL, will be reported to the AL and the Capital Asset Management Element (formerly Housing Office), Facilities Section.
- A BL will be released from his/her duties if a higher-ranking individual accepts quarters in the responsible area, or 2 month prior to PCSing. If moving within the local area i.e., other government housing or economy housing, they will be released 2 weeks prior to their move.
- If a building is vacated, (for major renovation etc.) the BLs will be responsible until the last occupant moves out.

Stairwell Leader

- The highest-ranking member in a stairwell will be assigned Stairwell Leader responsibility by the BL approximately one month after acceptance of quarters.
- In the absence of the SL (leave, TDY etc.), the highest-ranking available member in the stairwell shall take over all responsibilities for the period of absence. The temporary re-assignment will be performed by the BL.
- A SL will be released from his/her duties when a higher-ranking individual is accepting quarters in the stairwell, or 2 months prior to PCSing. If moving to another location within the local area i.e., other Government Housing or economy housing, they will be released 2 weeks prior to their move.
- If a building is vacated, (for major renovation etc.) all SLs will be responsible until the last occupant moves out.

Exemptions:

Group commanders, squadron commanders, chaplains, all Chiefs (E9s) and first sergeants are exempt from AL, BL and SL positions.

Complaint Procedures

1. Neighbors should first try to work out their disputes between themselves. If that does not solve the problem, or no agreement can be made, then:
2. The Stairwell Leader will assist in resolving their dispute. He/she should set up a meeting with both parties and try to resolve and or negotiate problems in accordance with established policies and regulations. If the dispute or complaints cannot get resolved, the Stairwell Leader should prepare a brief statement and contact the Building/Block Leader.
3. The Building Leaders/Block Leader will examine the situation, set up a formal meeting with the occupants and their First Sergeants to either negotiate or advise further behavior in accordance with established policies and regulations, or common courtesy.
4. If the problem is still not solved, the Building/Block Leader will notify the Area Leader and same procedures as in para 3 above will be performed.
5. If the dispute is still not resolved, then the Area Leader will be energized for a fair resolution as in paragraph 3 above.
6. As a last level of appeal, if the Area Leader cannot come to a fair resolution, the Housing Element will seek a resolution from the Mission Support Group Commander.

SECTION L: TELEPHONE NUMBERS

POLICE	
Spangdahlem AB Security Police	06565-61-6666 DSN: 114
Crime STOP	06565-61-114 to report a crime in progress
German Polizei	110
FIRE DEPARTMENT	
Spangdahlem Housing Fire Dept	06565-61-6069 DSN: 452-6069
Spangdahlem Emergency Fire/Medical	06565-61-117 DSN: 117
Bitburg Housing Fire Dept	06565-61-9341 DSN: 9341
Bitburg Emergency Fire/Medical	06565-61-117 DSN: 117
NOTE: Eifel firefighters are available and trained for medical responses	
Speicher and Binsfeld Government Leased Housing - German Fire Department Emergency	112
AMBULANCE	
Spangdahlem Housing Ambulance (Bitburg Dispatches)	06565-61-116
Bitburg Housing Ambulance	19222 DSN: 115
German Ambulance for Binsfeld/Speicher GLH	19222
HOUSING OFFICE	
	Mon, Wed-Fri 0800-1600 Tues 0830-1600
<i>Housing Management Assistance</i> (Spangdahlem, Bldg 454)	06565-61-7133
<i>Housing Inspectors</i> (Spangdahlem, Bldg 454) (Bitburg, Bldg 2026)	06565-61-7488 06565-61-9003/9005
<i>Furnishings Management Office</i> (Bldg 454)	06565-61-6802/6172
SERVICE CALLS/Binsfeld/Speicher Government Leased Housing (GLH)	
Binsfeld (House 56) Speicher (House 56)	Duty Hours: 06575-1521 Non-Duty Hours: 01511-2518697

Section L: Telephone numbers

SERVICE CALL/Government Owned Housing (Bitburg & Spangdahlem)	
Self Help Store (Spangdahlem, Bldg 120)	06565-61-6119
Housing Maintenance (Spangdahlem, Bldg 454)	06565-61-6242/6687
CE Customer Service (Spangdahlem, Bldg 120)	06565-61-6686
Bitburg Housing Maintenance & Customer Service (Bldg 2026)	06565-61-9499
CE Utilities Manager (Bldg 115)	06565-61-6960
OTHER PHONE NUMBERS	
Auto Skills/Hobby Shop (189)	06565-61-6842
Base Civil Engineer	06565-61-6302
Command Post	06565-61-6141
Spangdahlem Recycling Center (BRC, Bldg 64)	06565-61-7460
Bitburg Recycling Center (BRC, Bldg 2038)	06565-61-9357
Environmental Element	06565-61-7257/6082
Mission Support Group Commander	06565-61-6005

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